



AUGUST 2009

*August is...*



Cataract  
Awareness  
Month

National  
Immunization  
Awareness  
Month

Psoriasis  
Awareness  
Month



Spinal Muscular  
Atrophy  
Awareness  
Month

World  
Breastfeeding  
Week

National  
Minority Donor  
Awareness Day

National Health  
Center Week

# WORKING WELLNESS

*At home and at work, good health starts with you.*

## NEW MEDICAL INSURANCE ID CARDS

New Medical Insurance ID Cards have been mailed to all participants from Wells Fargo TPA.

Please discard your old card and replace it with this new card.

To your right is a sample of your new Medical Insurance ID Card. The card contains additional website links and updated provider network information.

The new Medical Insurance ID Cards were mailed out to all participants on July 29, 2009. Please allow two weeks mailing time.

If you have not received your new card by August 17, 2009, please contact our office at (305) 292-4446.

### FRONT OF CARD

Wells Fargo TPA

**MONROE COUNTY  
BOARD OF COUNTY COMMISSIONERS**

NAME: \_\_\_\_\_

EMPLOYEE NUMBER: \_\_\_\_\_

COMPANY NUMBER: **5830**

MultiPlan PHCS DIMENSION PLUS+

For coverage verification or questions on claims call:  
Wells Fargo TPA  
1 (800) 624-8605

Submit Claims to:  
Wells Fargo TPA  
P.O. Box 3262  
Charleston, WV 25332  
<http://tpa.wellsfargo.com>  
EDI# 87815

**SEE BACK OF CARD FOR IMPORTANT INFORMATION**  
MONROE COUNTY BOARD OF COUNTY COMMISSIONERS - Employee Benefits Office  
Call us at (305) 292-4446 or visit our website:  
[http://monroecoll.virtualtownhall.net/Pages/MonroeCoFL\\_GroupInsurance/index](http://monroecoll.virtualtownhall.net/Pages/MonroeCoFL_GroupInsurance/index)

### BACK OF CARD

**NETWORK UTILIZATION**

Monroe County utilizes the following networks:

- **Keys Physician-Hospital Alliance (KPHA) (Monroe County)**  
1 (800) 400-0984 OR (305) 294-4599  
[http://monroecoll.virtualtownhall.net/Pages/MonroeCoFL\\_GroupInsurance/KPHA%20Provider%20Directory](http://monroecoll.virtualtownhall.net/Pages/MonroeCoFL_GroupInsurance/KPHA%20Provider%20Directory)
- **Dimension Plus (Dade, Broward & Palm Beach Counties)**  
1 (800) 557-6794  
[www.dimensionhealth.com](http://www.dimensionhealth.com)
- **MultiPlan and PHCS Healthy Directions. (Nationwide)**  
1 (800) 883-9045  
[www.multiplan.com](http://www.multiplan.com)

For assistance in locating a network provider contact the network directly at the phone numbers listed or visit their website.

**\*NOTE: Non-emergency utilization of an Out of Network Provider will result in a 30% penalty on all associated claims.**

**PRE-CERTIFICATION**

Pre-certification **MUST** be obtained **PRIOR** to the service or admission through the **Keys Physician - Hospital Alliance (KPHA)** for diagnostic testing, surgery, DME (durable medical equipment), overnight stays and/or admissions including maternity. A 5 (five) day notice is recommended and preferred.

**\*NOTE: EMERGENCY surgery or admission MUST be certified within 2 working days of the surgery or admission.**

Keys Physician-Hospital Alliance (KPHA)  
1 (800) 400-0984 OR (305) 294-4599

Still uncertain? Call the KPHA for questions about pre-certification requirements. They will be happy to assist. Remember, pre-certification is the responsibility of the participant or the designee.

**\*NOTE: Failure to properly pre-certify through the KPHA will result in a 30% penalty on all associated claims.**

# Delta Dental Web Site Redesigned

On May 21, 2009, Delta Dental launched a redesigned version of their website, [www.deltadentalins.com](http://www.deltadentalins.com). The new design makes popular features easier to find and makes it easy to see their range of product and service offerings. Delta Dental also undertook this project to simplify site navigation.

## What is different:

- The look and feel of the website.
- New home page for enrollees.
- Important information should be easier to find and use (for example, the “Find A Dentist” tool and customer service forms).

## What is the same:

- Anything behind login. This redesign only affects publicly accessible information.
- The login box and the links to the provider directory are still on the home page.
- All other web based tools remain the same.

Sample of [www.deltadentalins.com](http://www.deltadentalins.com) for enrollees.

The screenshot shows the Delta Dental website interface for enrollees. Several callout boxes point to specific features:

- Easy access to support for choosing and using dental plans.** (Points to the 'Your Dental Plan' section)
- Login box still easy to find; new text added to explain benefits of registration.** (Points to the login area)
- "Find a Dentist" tool even easier to find.** (Points to the 'Find a Dentist' link)
- Oral Health Education Center previews health and wellness information.** (Points to the 'Oral Health Education Center' link)
- Download Center with quick links to claim, customer service and grievance forms.** (Points to the 'Download Center' link)
- New Support Guide offers helpful tips.** (Points to the 'Your Dental Plan Support Guide' link)

## COMP CORNER

Providing you with continuous general information on your Workers' Compensation benefits.

### Florida Statute 440.09(5)

Use of Proper Safety Equipment : If injury is caused by the knowing refusal of the employee to use a safety appliance or observe a safety rule required by statute or lawfully adopted by the department, and brought prior to the accident to the employee's knowledge, or if an injury is caused by the knowing refusal of the employee to use a safety appliance provided by the employer, the compensation as provided in this chapter shall be reduced by 25 percent.



Injured workers are also encouraged to visit the Division of Workers' Compensation website at [www.fldfs.com/wc](http://www.fldfs.com/wc) where you will find extensive information such as publications, a number of databases, rules, and forms that will give you a better understanding of workers' compensation.